



# **SISTEM SUMBER MANUSIA**

## **User Guide**

**for Department HR Administrator**

**Back End (SAP GUI)**

**Retirement, Resignation, Pension &  
Gratuity**

**(Application Process)**

VERSION: 1.0

## INTRODUCTION

This user guide acts as a reference for **Department HR Administrator (Back End User)** to manage **Retirement, Resignation, Pension and Gratuity**. All company and individual names used in this user guide have been created for the purpose of guiding users on the use of the system.

Where possible; user guide developers have attempted to avoid using actual Companies and Individuals; any similarities are coincidental.

Changes and updates to the system may lead to updates to the user guide from time to time.

Should you have any questions or require additional assistance with the user guide materials, please contact the **SSM Help Desk**.

## GLOSSARY

The following acronyms will be used frequently:

Term	Meaning
<b>SSM</b>	Sistem Sumber Manusia
<b>SAP GUI</b>	SAP Graphical User Interface/Back End
<b>FIORI</b>	Back End/Web Portal
<b>ESS</b>	Employee Self Service
<b>MSS</b>	Manager Self Service
<b>RRPG</b>	Retirement, Resignation, Pension and Gratuity

## FURTHER ASSISTANCE

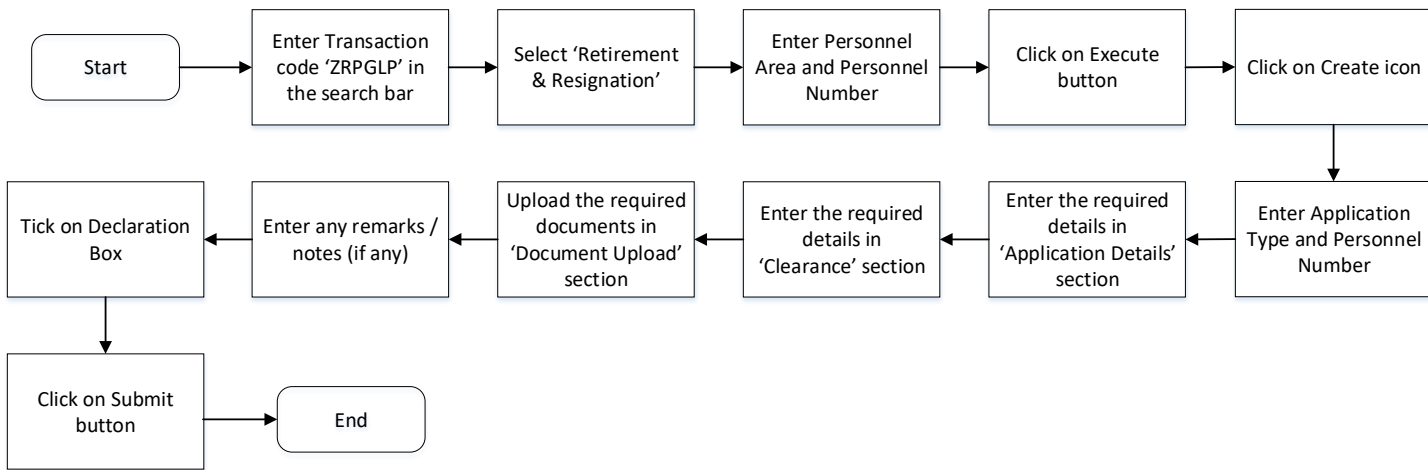
Should you have any questions or require additional assistance with the user guide materials, please contact **SSM Help Desk** at **+673 2382227** or e-mail at **ssm.helpdesk@dynamiktechnologies.com.bn**.

## Table of Content

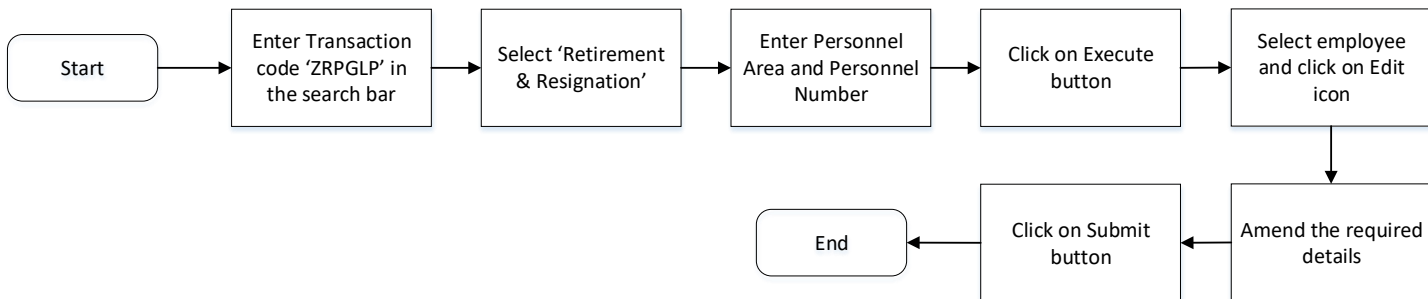
Topics	Page
Introduction	<a href="#">2</a>
Glossary	<a href="#">2</a>
Further Assistance	<a href="#">2</a>
Process Overview	<a href="#">4</a>
Submit Application	<a href="#">6</a>
Edit Reworked Application	<a href="#">17</a>
Withdraw Reworked Application	<a href="#">20</a>

## Process Overview

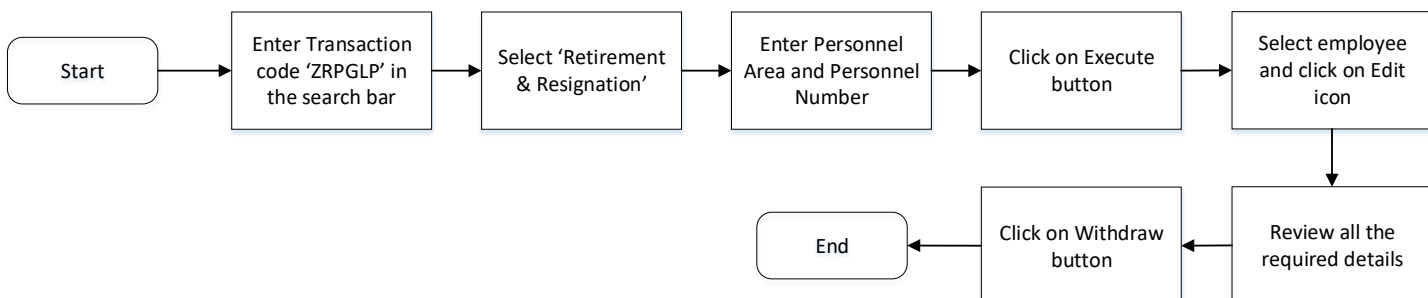
### Submit Application



### Edit Reworked Application

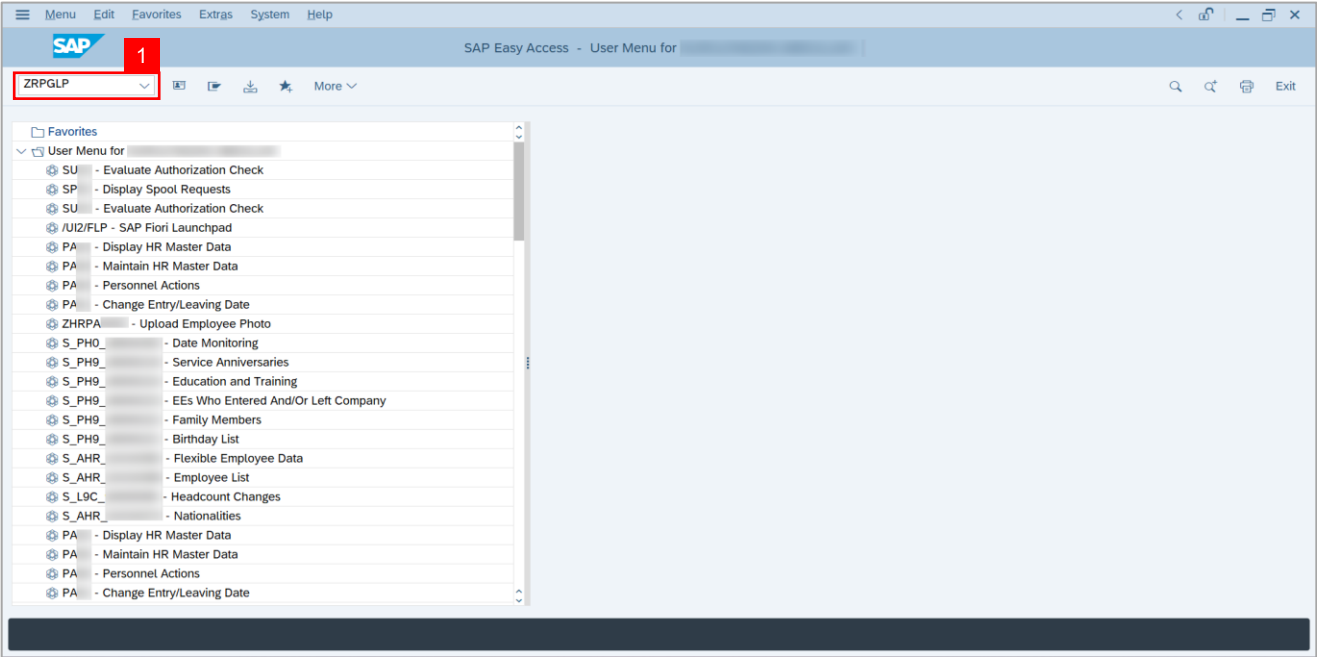


### Withdraw Application



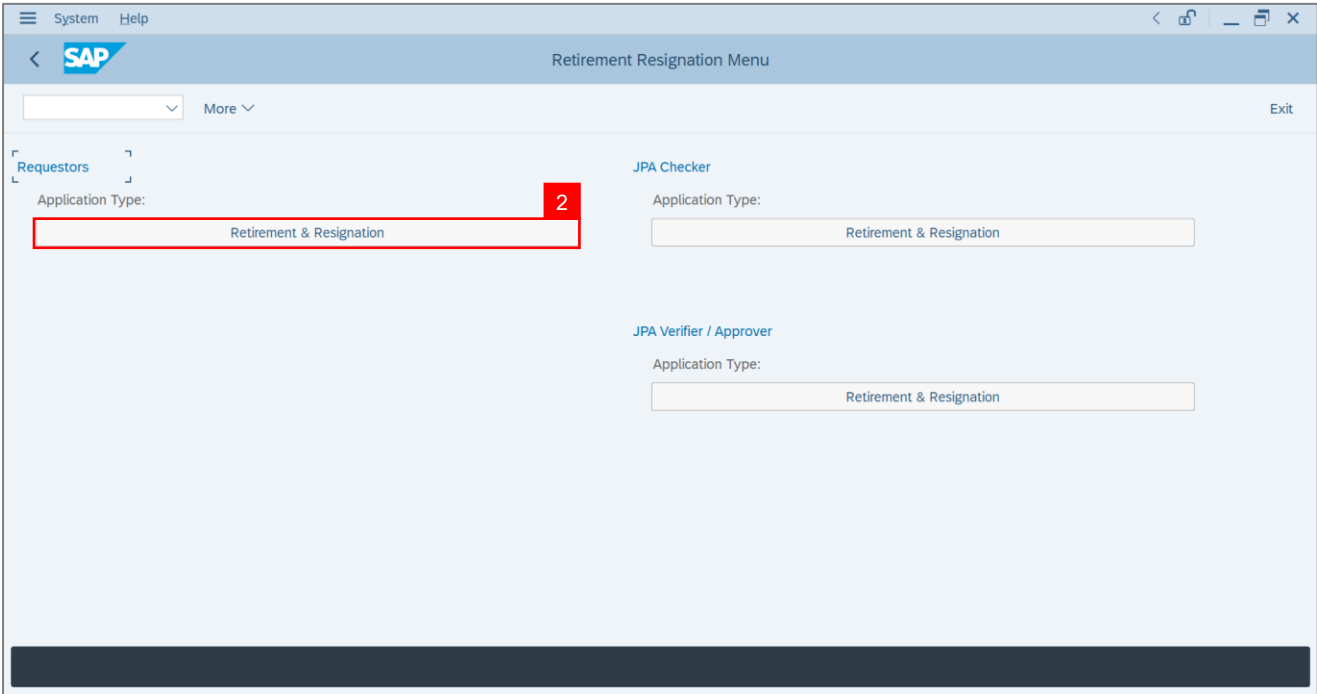
SUBMIT APPLICATION	Back End User
	Department HR Administrator

1. Enter code ‘ZRPGLP’ in the space given.



**Note:** The Retirement Resignation Menu will be displayed.

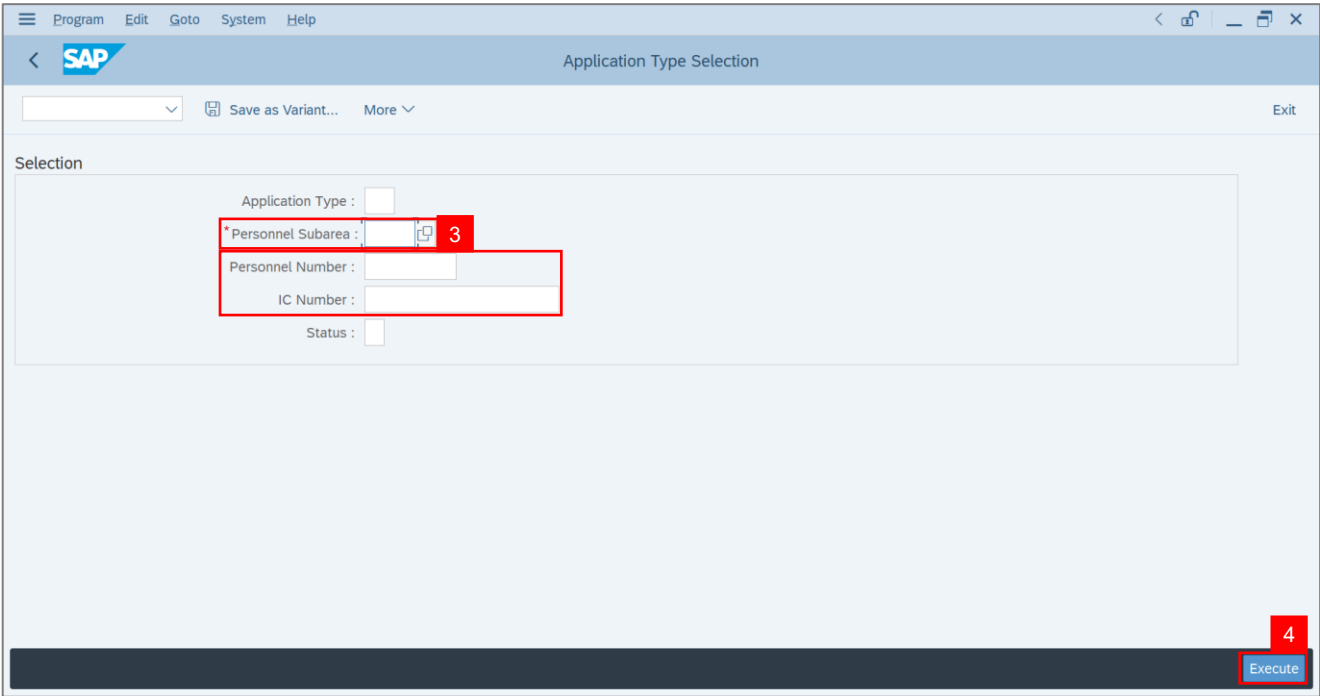
2. Under Requestors, click on ‘Retirement & Resignation’.



3. Click on **Lookup** button to select **Personnel Subarea** as mandatory field to be filled in. **To create new application, it is advisable to fill in Personnel Number / IC Number.**

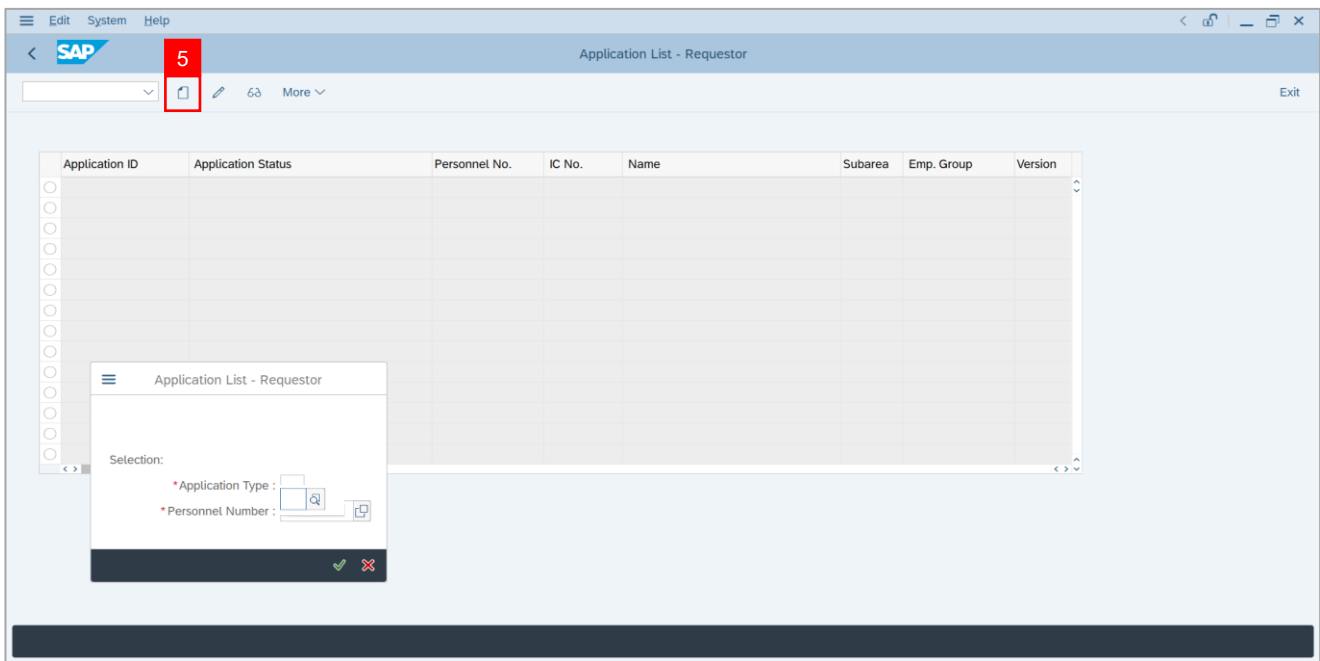
**Note:** Other fields are optional to be filled in for filtering purpose.

4. Click on **Execute** button.



The screenshot shows the SAP 'Application Type Selection' screen. The top bar includes the SAP logo and the title 'Application Type Selection'. Below the title bar, there are buttons for 'Save as Variant...' and 'More'. The main area is titled 'Selection' and contains several input fields: 'Application Type', '\*Personnel Subarea', 'Personnel Number', 'IC Number', and 'Status'. The '\*Personnel Subarea' field is highlighted with a red box and a red '3' in the top right corner. At the bottom right of the screen, there is a dark blue bar with a red '4' above an 'Execute' button.

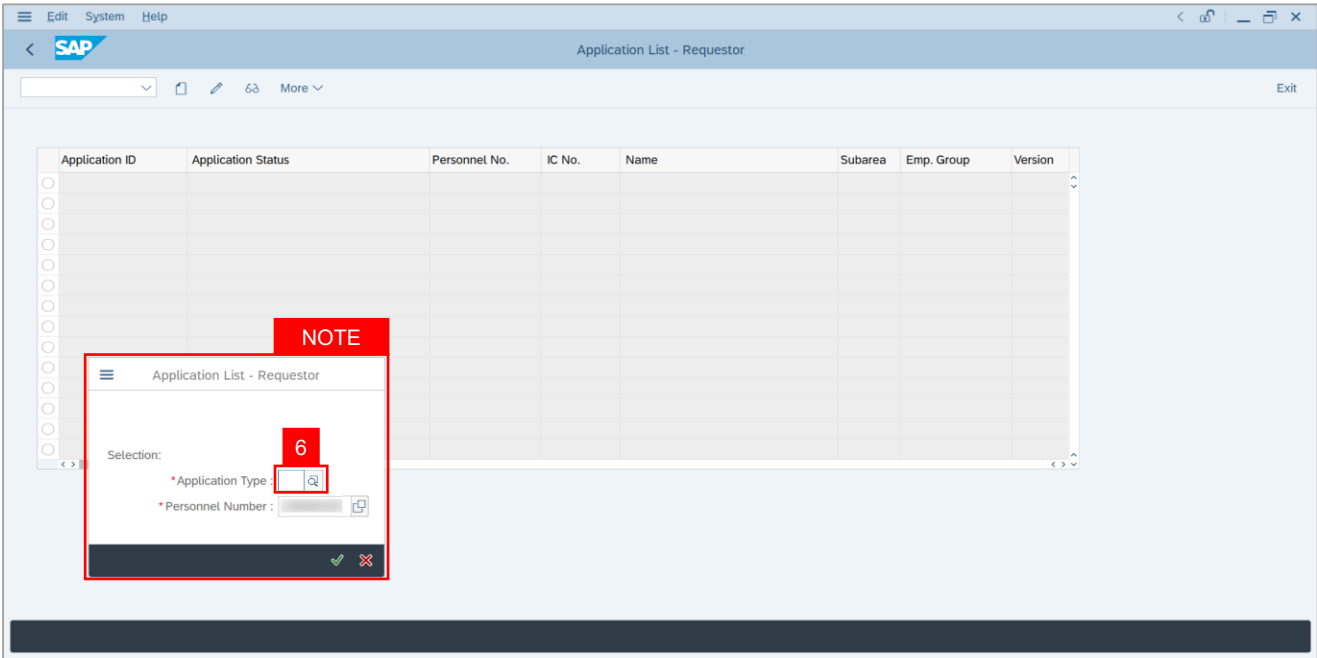
5. Click on **Create** icon.



The screenshot shows the SAP 'Application List - Requestor' screen. The top bar includes the SAP logo and the title 'Application List - Requestor'. Below the title bar, there are buttons for 'Create', 'Edit', 'Delete', and 'More'. The main area is a table with columns: 'Application ID', 'Application Status', 'Personnel No.', 'IC No.', 'Name', 'Subarea', 'Emp. Group', and 'Version'. A red '5' is placed above the 'Create' button. In the bottom left corner, there is a small dialog box titled 'Application List - Requestor' with a 'Selection:' section containing 'Application Type' and 'Personnel Number' fields. At the bottom of the dialog box, there are green and red checkmark icons.

**Note:** The ‘**Application List – Requestor Selection**’ will be displayed.

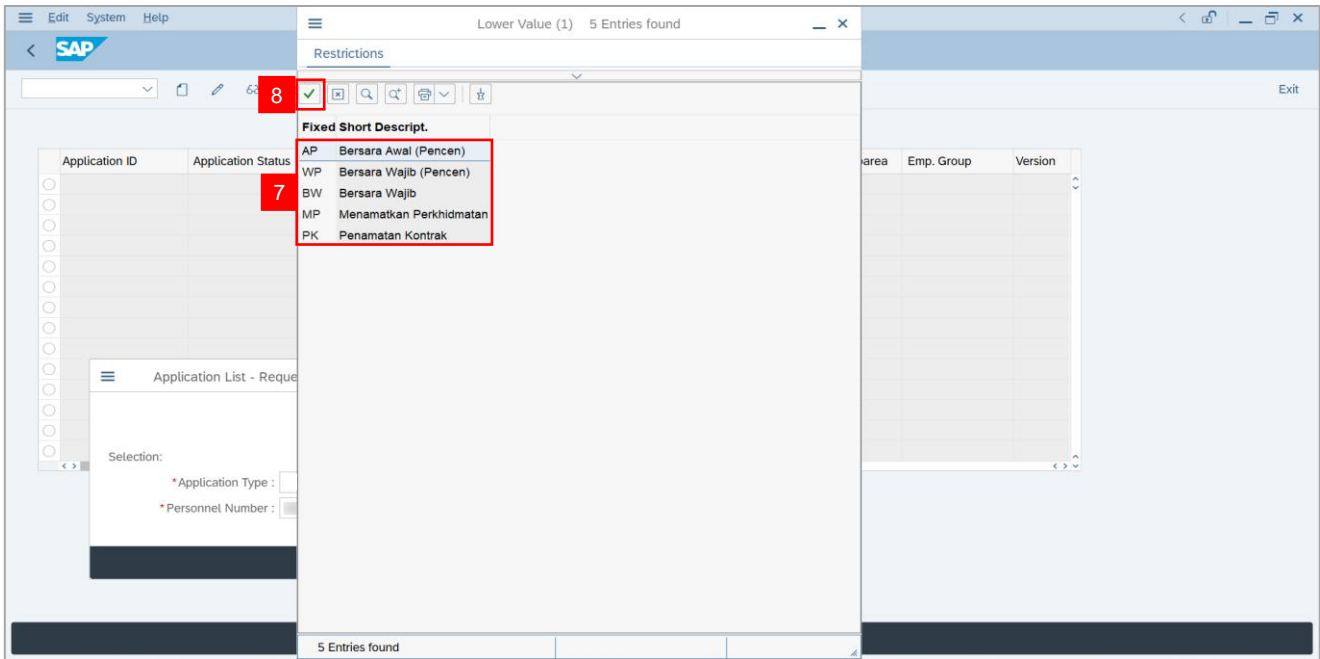
6. Click on **Search** button.



**Note:** The **Application Type** selection page will be displayed.

7. Select **Application Type**.

8. Click on **Tick (✓)** button to confirm application type.



# Sistem Sumber Manusia - Retirement, Resignation, Pension and Gratuity



**Note:** The **Personnel Number** will be **auto-populated** based on previous selection.

9. Click on **Tick (✓)** button to confirm application creation.

**Note I:** **HR Administrator** may click on **Cancel (X)** button to cancel selection.

**Note II:** The **Application Details** page will be displayed.

10. Under **Employee Details**, **HR Administrator** may view and ensure all information in all sections are accurate.



11. Click on ‘**Download Service Record**’ button to download all details of employee’s service record.

**Note:** Under **Employee Details** section, all information under **all tabs** have been auto-populated based on the information filled in the ESS Portal / Back End.

System Help

Application List - Requestor

Submit More

11

Exit

Employee Details

NOTE

Download Service Record

Basic Info

Unpaid Leaves

Grievances

Communication

Address

Awards

Employee Group :

Subgroup :

Personnel Area :

Subarea :

Position :

Pay Scale Group :

Level :

Contract :

Date of Birth :

Est. Salary Scale :

Joined Date :

Age :

Length of Service : Y M D

Salary (\$):

Application Details

Clearance

Document Upload

Application History

Eligible for Pension

Eligible for Gratuity

\* Reasons for Action :

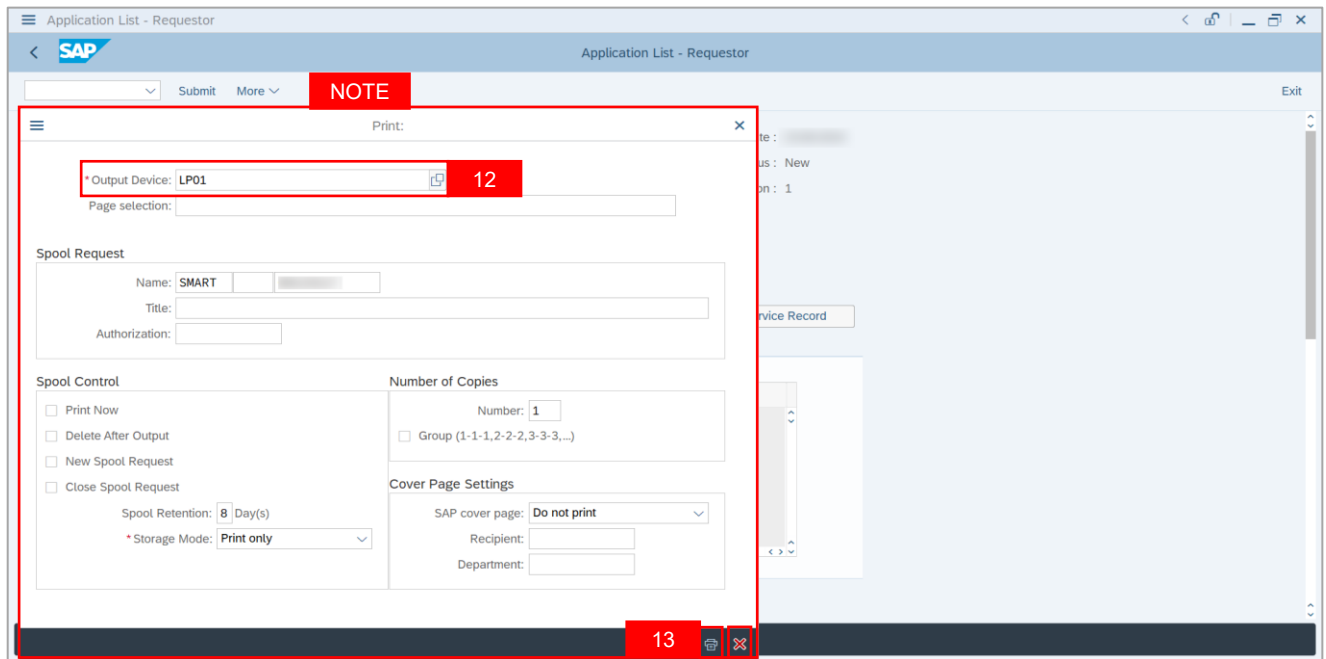
\* Early Retirement Date :

Section	Description
Basic Info	This section will be prepopulated with employee’s personal details and employment details.
Unpaid Leaves	This section will be prepopulated with employee’s unpaid leaves (if any).
Grievances	This section will be prepopulated with employee’s grievances (if any).
Communication	This section will be prepopulated with employee’s contact details.
Address	This section will be prepopulated with employee’s home address.
Awards	This section will be prepopulated with employee’s awards (if any).

**Note:** The **Print** page will be displayed.

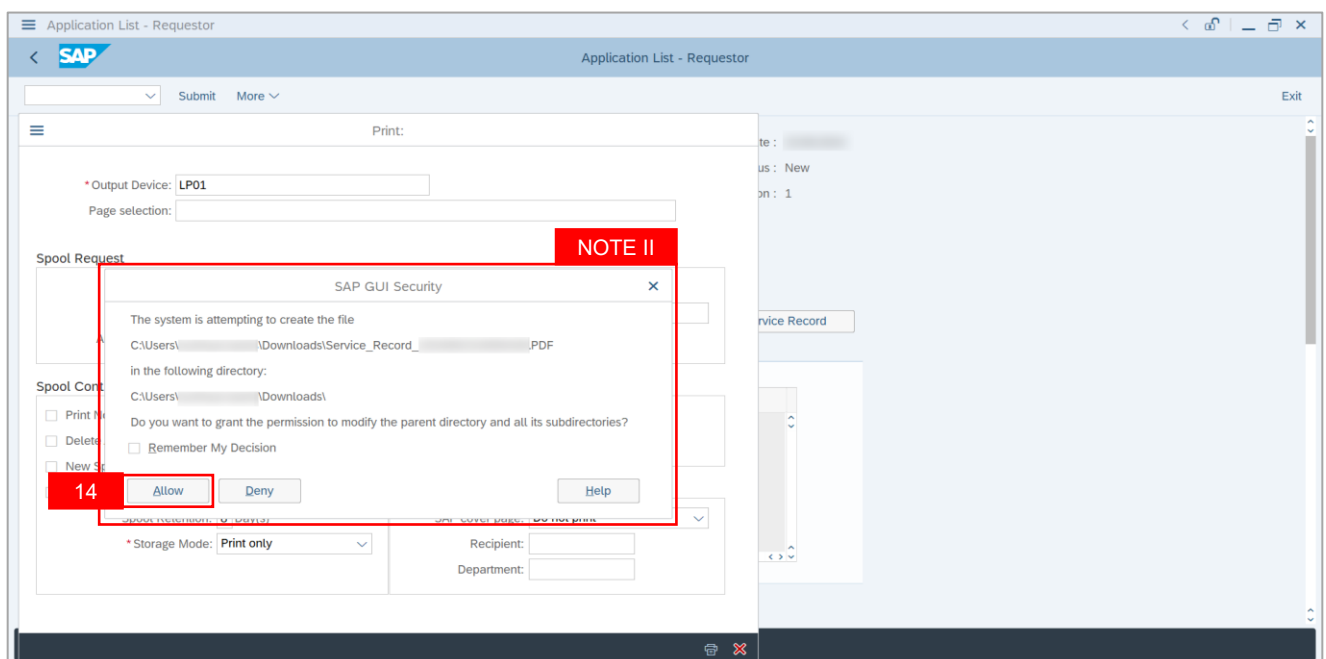
12. Under **Output Device**, enter code '**LP01**'.

13. Click on **Print** icon to download document.



**Note II:** The **Confirmation of Download** page will pop up.

14. Click on **Allow** button to confirm download.



# Sistem Sumber Manusia - Retirement, Resignation, Pension and Gratuity



**Note:** The download success message will be pop up.

15. Click on **Application Details** tab.

16. Click on **Lookup** button to select **Reason for Action**

17. Click on **Dropdown** button to select 'Eligible for Pension' and 'Eligible for Gratuity'.

**Note:** Retirement Date is auto-populated based on details entered in Back End. User may amend the retirement date.

18. Enter **Other Reason** in the space given (if required).

19. Under **Clearance** section, fill in employee’s debt amount.

**Note:** The **Clearance** section is only applicable for ‘**Bersara Awal (Pencen)**’ and ‘**Menamatkan Perkhidmatan**’ applications.

20. Fill in remarks (if any) if employee has other clearance to be settled.

Application List - Requestor

Submit More

Exit

Application Details

Clearance

Document Upload

Application History

\* Reasons for Action :

\* Retirement Date : 22.08.2044

Other Reason : Enter text here...

Eligible for Pension :

Eligible for Gratuity :

19

\* Skim Perumahan Negara (\$) :

\* Skim Tanah Kurnia Rakyat Jati (\$) :

\* Overpaid salary and allowance:

\* Advance Allowance :

\* Financial commitment to be settled via:

If others, please state : Enter text here...

Remarks :

21. Click on **Clearance** tab to view clearance status, requested previously (if any).

**Note I:** This tab is **not applicable** for ‘**Bersara Wajib (Pencen)**’ and ‘**Bersara Wajib**’ applications.

Application List - Requestor

Clearance

Document Upload

Application History

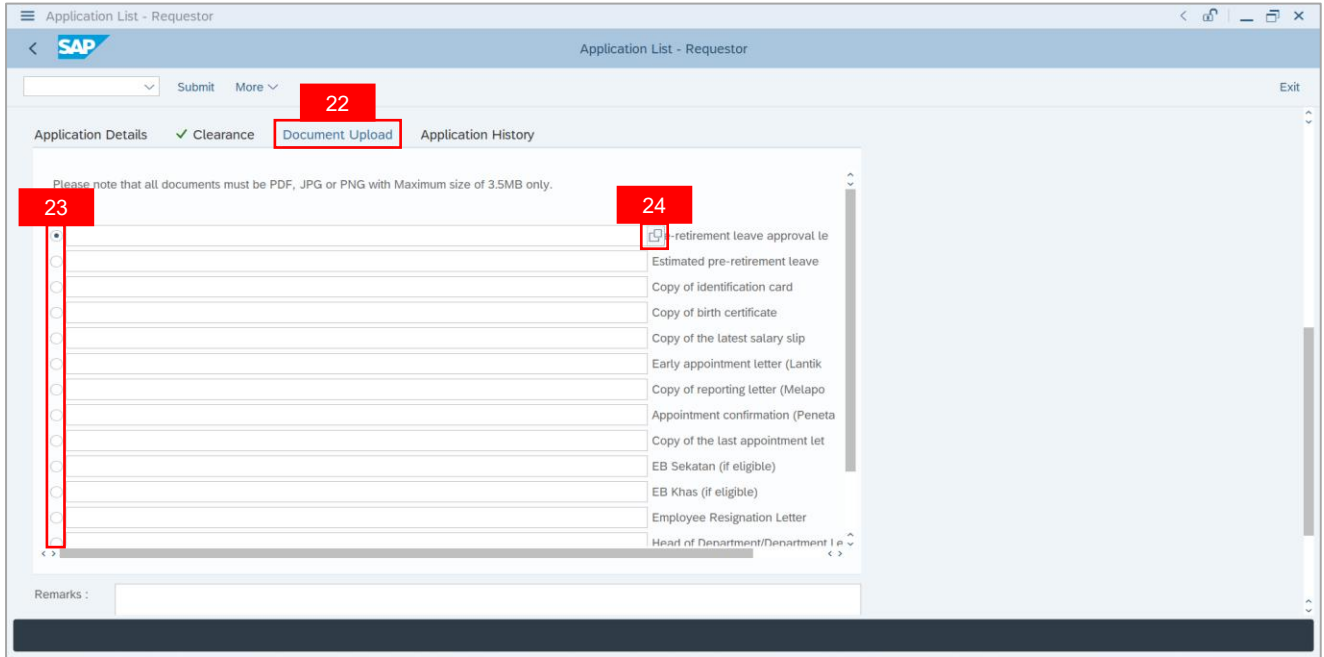
Clearance ID	Agency	Result	Outstanding Amount	Date of Result
CR124	MOFE	NEW	0.00	
CR124	MOD JKP	NEW	0.00	
CR124	MOD JKR (AIR)	VERIFIED	100.00	24.09.2024
CR124	MOD CUKAI TANAH	NEW	0.00	
CR124	MOD JKR (HARTA BENDA)	NEW	0.00	
CR124	DES	NEW	0.00	
CR124	MOE (SCHOLARSHIP)	NEW	0.00	
CR124	JPA LDP	NEW	0.00	
CR124	JPA PERUMAHAN	NEW	0.00	
CR124	JPA TATATERTIB	NEW	0.00	

Remarks :

22. Click on **Document Upload** tab.

23. Click on **Radio** button to select type of document to upload (if required).

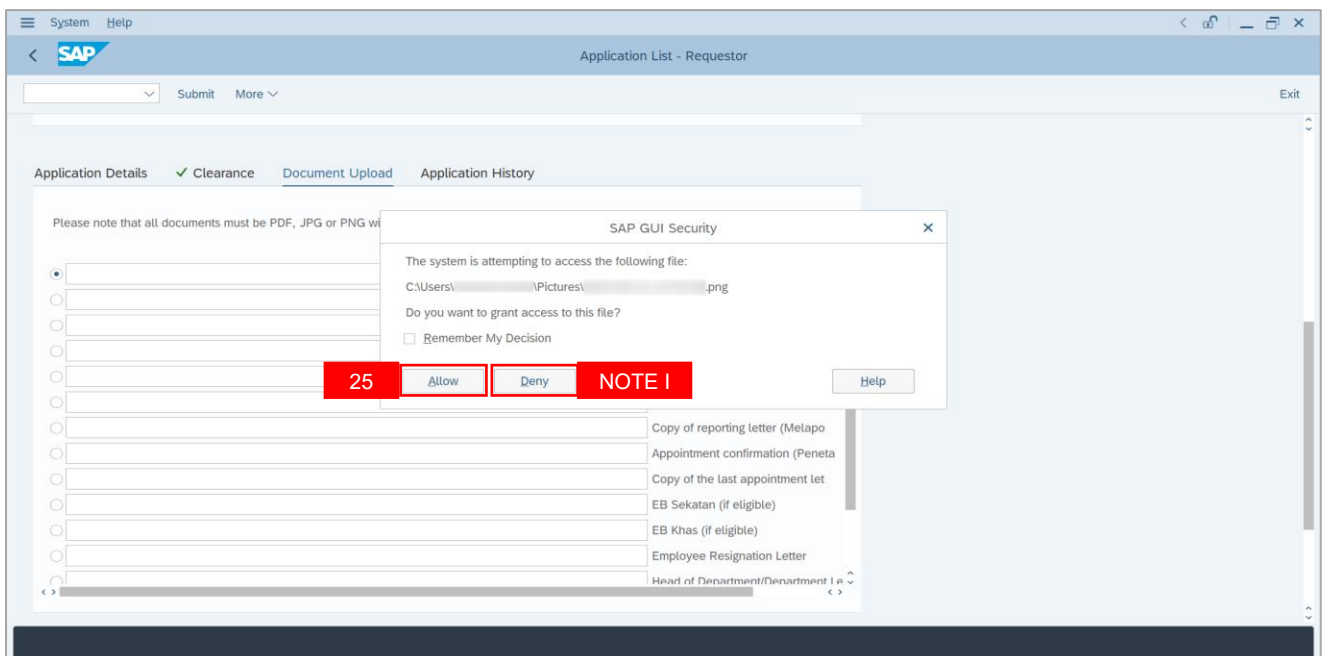
24. Click on **Lookup** icon to select attachment to upload.



The screenshot shows the SAP Application List - Requestor interface. The 'Document Upload' tab is selected, indicated by a red box labeled '22'. Below the tab, there is a list of document types with radio buttons next to them, labeled '23'. A 'Lookup' icon is visible next to the first document type, labeled '24'. The interface also includes a 'Remarks' field and a 'Submit' button.

25. To **confirm** document upload, click on '**Allow**' button.

**Note I:** To **cancel** document upload, click on '**Deny**' button.



The screenshot shows the SAP Application List - Requestor interface with the 'Document Upload' tab selected. A 'SAP GUI Security' dialog box is open, asking for permission to access a file. The dialog box has 'Allow' and 'Deny' buttons, labeled '25'. A red box labeled 'NOTE I' is also present. The background shows the document upload interface with a list of document types.

- i. Requestor may click on **Delete** button to delete attachment.
- ii. Requestor may click on **View** button to view attachment.

System
Help

Application List - Requestor

Submit
More

Length of Service : 101 0441 030
Salary (2) : 3,320.00

Application Details
✓ Clearance
Document Upload
Application History

☐
☐
☒
☐
☐
☐
☐
☐
☐
☐
☐
☐
☐
☐

Estimated pre-retirement leave
Copy of identification card
Copy of birth certificate
Copy of the latest salary slip
Early appointment letter (Lantik
Copy of reporting letter (Melapa
Appointment confirmation (Peneta
Copy of the last appointment let
EB Sekatan (If eligible)
EB Khas (If eligible)
Employee Resignation Letter
Head of Department/Department Le

NOTE
Delete
View

26. Click on **Application History** tab.

**Note I: Requestor may view application history** of employee (if any).

27. Go to **Remarks** section.

SystemHelp

<SAP>

Application List - Requestor

<>-x

SubmitMore ▾

Exit

Application Details✓ ClearanceDocument UploadApplication History

Note I

Date	Time	User ID	Version	Application Status	Remarks
<input type="radio"/>	00:00:00		0		<input type="button"/> ⬇️
<input type="radio"/>	00:00:00		0		<input type="button"/> ⬇️
<input type="radio"/>	00:00:00		0		<input type="button"/> ⬇️
<input type="radio"/>	00:00:00		0		<input type="button"/> ⬇️
<input type="radio"/>	00:00:00		0		<input type="button"/> ⬇️
<input type="radio"/>	00:00:00		0		<input type="button"/> ⬇️
<input type="radio"/>	00:00:00		0		<input type="button"/> ⬇️
<input type="radio"/>	00:00:00		0		<input type="button"/> ⬇️
<input type="radio"/>	00:00:00		0		<input type="button"/> ⬆️⬇️

Note II

Remarks :

28. Under **Remarks**, requestor may add any notes/remarks (if any).
29. Tick on the **Declaration** checkbox.
30. Click on **Submit** button.

System Help

< SAP 30 Application List - Requestor

Exit

Submit More

	00:00:00	0	
	00:00:00	0	
	00:00:00	0	
	00:00:00	0	
	00:00:00	0	
	00:00:00	0	

28

Remarks :

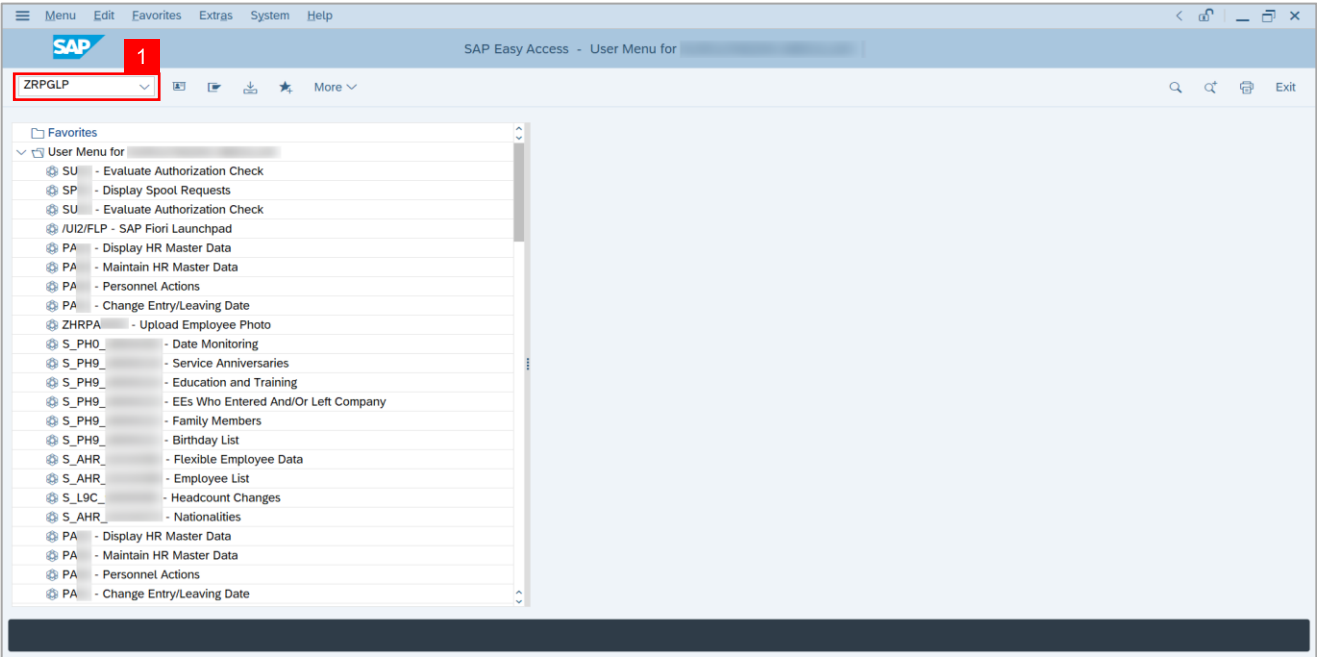
29

☒ Saya telah meneliti dan mengesahkan keterangan yang telah diisikan dalam borang ini dan dokumen yang disertakan adalah betul dan teratur.

**Outcome:** The **application** has been successfully submitted to **JPA Checker**.

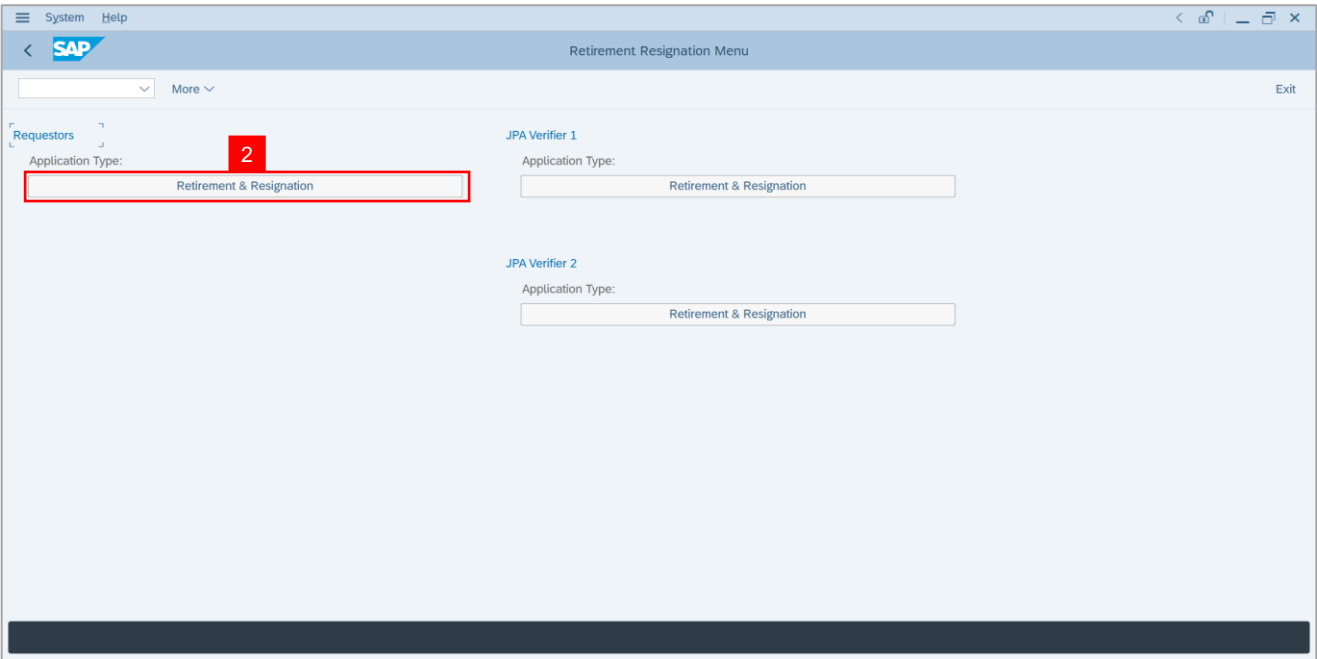
EDIT REWORKED APPLICATION	Back End User
	Department HR Administrator

1. Enter code 'ZRPGLP' in the space given.



Note: The Retirement Resignation Menu will be displayed.

2. Under Requestors, click on 'Retirement & Resignation'.





3. Click on **Lookup** button to select **Personnel Subarea** as mandatory field to be filled in. **It is advisable to fill in Personnel Number / IC Number.**
4. Click on **Execute** button.

Application Type Selection

Selection

Application Type :

\*Personnel Subarea :  3

Personnel Number :

IC Number :

Status :

4

Execute

5. Click on **Radio button** to select application with '**Reworked to HR Admin**' / '**Employee Request**' status.
6. Click on **Edit** button.

[illegible]



**Outcome:** The application can now be **edited**, to be submitted to **JPA Checker**.

SystemHelp

Application List - Requestor

SubmitMore

Exit

Employee Details

Download Service Record

Basic InfoUnpaid LeavesGrievancesCommunicationAddressAwards

Employee Group :Subgroup :

Personnel Area :Subarea :

Position :

Pay Scale Group :Level :Contract :

Date of Birth :Est. Salary Scale :

Joined Date :Age :

Length of Service : Y M DSalary (\$) :

Application DetailsClearanceDocument UploadApplication History

Eligible for Pension

Eligible for Gratuity

\* Reasons for Action :

\* Early Retirement Date :

# Sistem Sumber Manusia - Retirement, Resignation, Pension and Gratuity

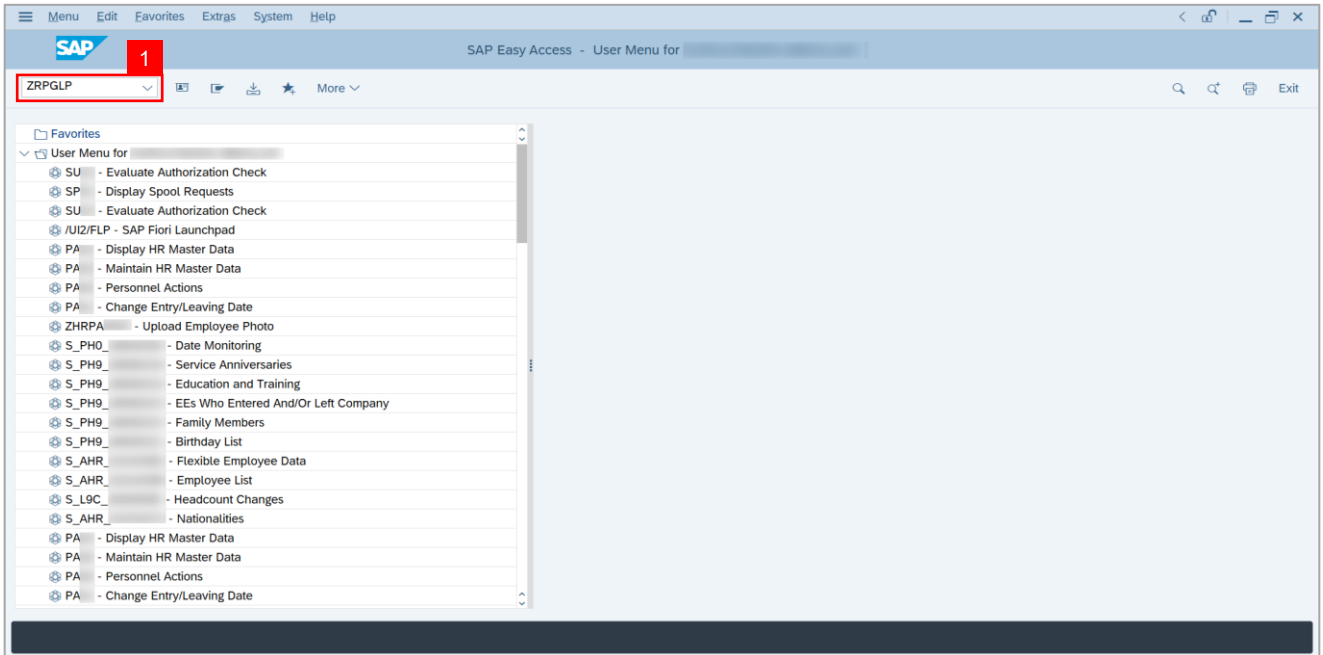


**WITHDRAW  
APPLICATION**

**Back End User**

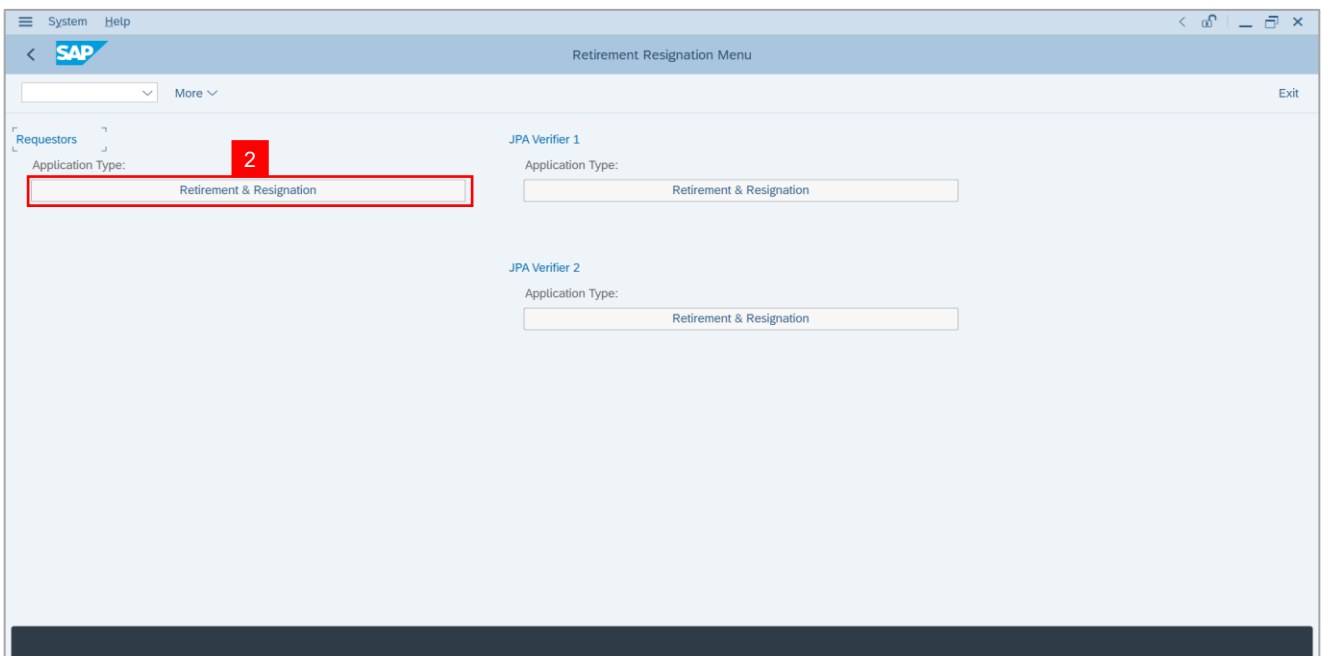
Department HR Administrator

1. Enter code '**ZRPGLP**' in the space given.



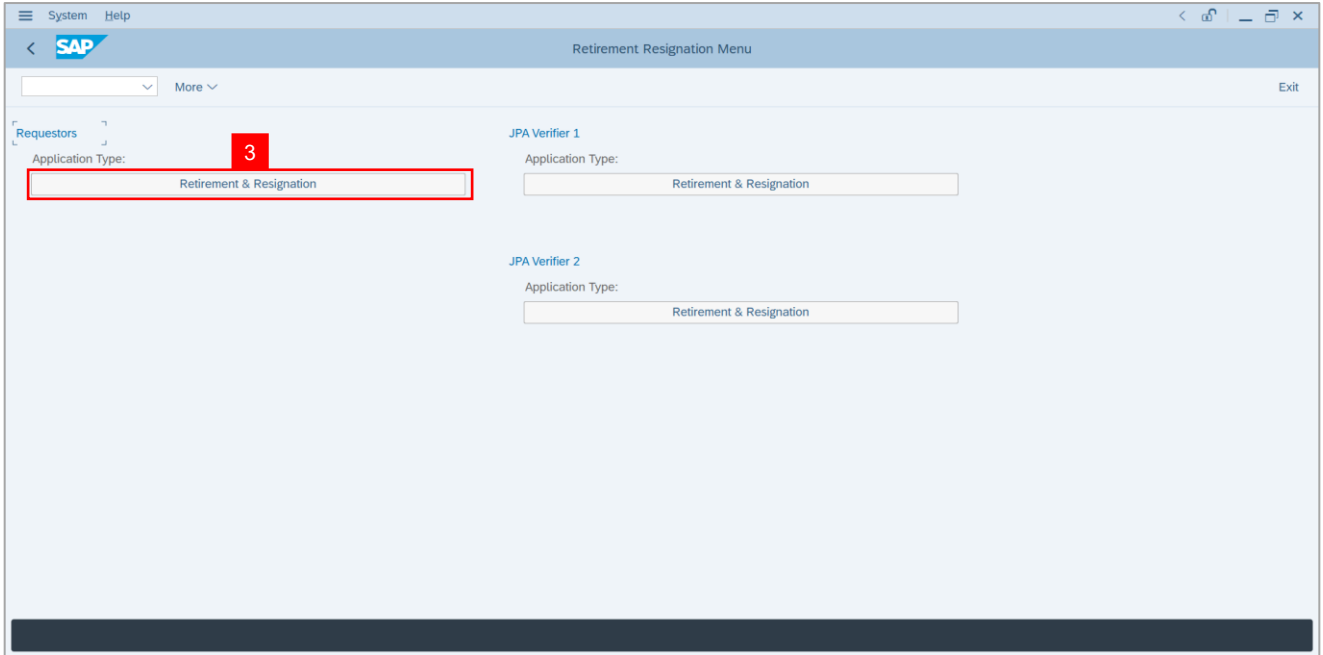
**Note:** The **Retirement Resignation Menu** will be displayed.

2. Under **Requestors**, click on '**Retirement & Resignation**'.



**Note:** The **Retirement Resignation Menu** will be displayed.

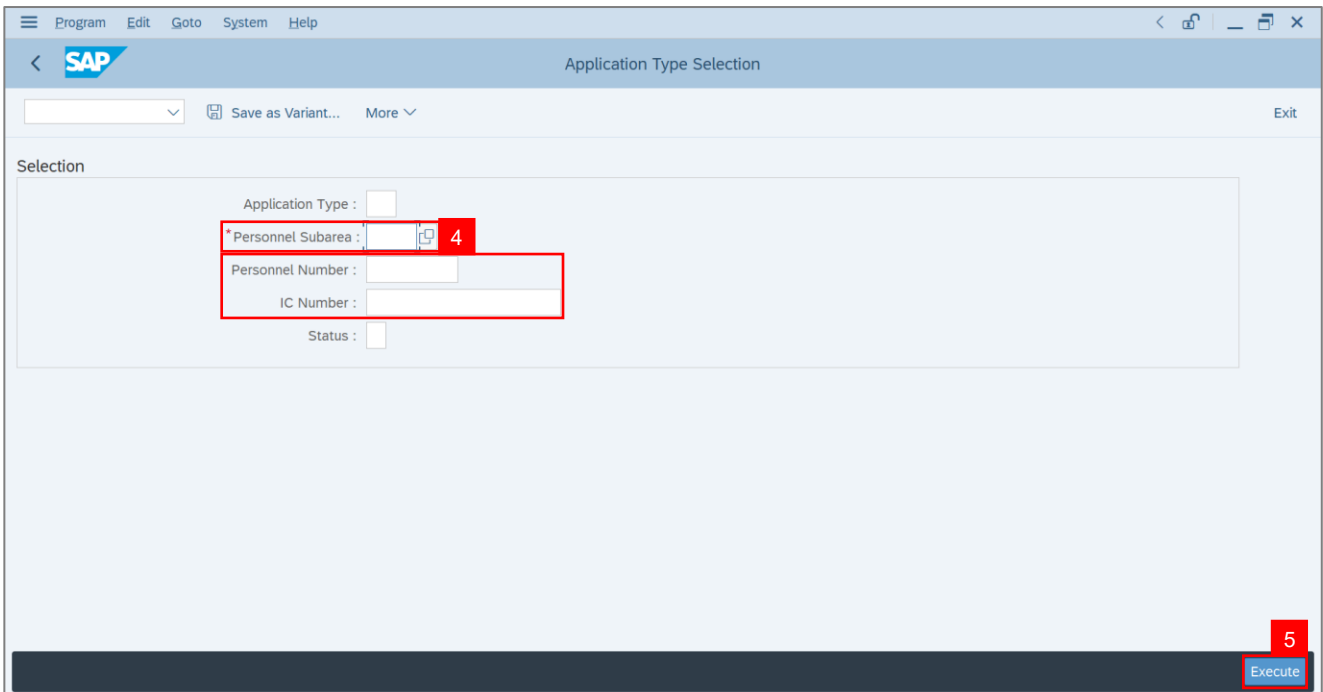
3. Under **Requestors**, click on '**Retirement & Resignation**'.



The screenshot shows the SAP 'Retirement Resignation Menu'. The 'Requestors' section is highlighted with a red box and a red '3' next to it. The 'Application Type' dropdown is set to 'Retirement & Resignation'. Below this, there are two 'JPA Verifier' sections, each with an 'Application Type' dropdown set to 'Retirement & Resignation'.

4. Click on **Lookup** button to select **Personnel Subarea** as mandatory field to be filled in. **It is advisable to fill in Personnel Number / IC Number.**

5. Click on **Execute** button.



The screenshot shows the SAP 'Application Type Selection' screen. The 'Selection' section is highlighted with a red box and a red '4' next to it. The 'Application Type' dropdown is set to 'Retirement & Resignation'. The 'Personnel Subarea' dropdown is set to 'Personnel Subarea'. The 'Personnel Number' and 'IC Number' fields are highlighted with a red box. The 'Status' dropdown is set to 'Status'. The 'Execute' button is highlighted with a red box and a red '5' next to it.

- Note:** The ‘**Application List – Requestor**’ page will be displayed.
6. Click on **Radio button** to select application with ‘**Reworked to HR Admin**’ status.
7. Click on **Edit** button.

Application List - Requestor

7

6

Application ID	Application Status	Personnel No.	IC No.	Name	Subarea	Emp. Group	Version
RR24	Reworked to HR Admin					Permanent	2

8. Click on **Application History** tab.

Application List - Requestor

Application List - Requestor

8

Application ID :  
Personnel No :  
IC No :  
Name :

Version : 2

Download Service Record

Employee Details

Basic Info

Unpaid Leaves

Grievances

Communication

Address

Awards

Employee Group :  
Personnel Area :  
Position :  
Pay Scale Group :  
Date of Birth :  
Joined Date :  
Length of Service :

Subgroup :  
Subarea :  
Contract :  
Est. Salary Scale :  
Age :  
Salary (\$ ) :

Application Details

Clearance

Document Upload

Application History

9. Click on **Remarks** button to **review reason** of application reworked to **HR Administrator**.

**SAP**

### Application List - Requestor

Submit Withdraw More ▾

Exit

Application Details ✓ Clearance ✓ Document Upload ✓ Application History

Date	Time	User ID	Version	Application Status	Remarks
○ 25.09.2024	10:16:52	[REDACTED]	1	Pending JPA 1 Verifi	
○ 25.09.2024	14:51:02	[REDACTED]	2	Reworked to HR Admin	

Remarks :

10. Under **Remarks** section, enter **reason** of withdrawal.
11. Tick on the **Declaration** checkbox.
12. Click on **Withdraw** button.

System Help

Application List - Requestor

Submit Withdraw More

Exit

Remarks :

☒ Saya telah meneliti dan mengesahkan keterangan yang telah diisi dalam borang ini dan dokumen yang disertakan adalah betul dan teratur.

**Outcome:** The **application** has been **removed** from application list.